

# State telecommunications management manual

State of California  
Department of General Services

Telecommunications Division  
Sacramento, California

Category: <b>Agency Telecommunications Management</b>	Chapter Title: <b>Personal Telephone Use</b>	Chapter Number: <b>0203.0</b>
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## POLICY

*Agencies shall establish policies to manage and control the personal use of state telephones.*

State telephones are provided for state business and should not incur costs associated with personal use.

## STATE USAGE GUIDELINES

Any agency policy regarding the use of state telephones for personal use should be consistent with the following:

- Do not place personal long distance calls from state telephones, except when arrangements are made with the long distance operator at the time of the call to directly bill the caller. For the purpose of this section, long distance calls refer to any call with one or more Zone Usage Measurement (ZUM) charges.
- Do not make personal long distance calls over CALNET, the state's consolidated private network.
- Personal telephone calls must not interfere with state business.
- The number and length of personal calls should be kept to a minimum.
- Establish a process of reviewing toll and CALNET calls.
- Employees found in violation of personal telephone use policies are subject to disciplinary action.



Note:

**CALNET FRAUD AND ABUSE PROGRAM**

This program identifies possible misuse of state telephones for personal calls. Call information is sent to the agency billing address shown on the invoice. Agencies must notify CALNET Accounts Administration if any action is taken.

*See Chapter 0101.0, TD Reference Guide, for all TD contact information referenced within this chapter.*